

5 FAM 940 TELEPHONE SYSTEMS

5 FAM 941 VOICE AND DATA RELATED REQUISITIONS

(TL:IM-5; 7-1-92)

The Digital Systems Programs Division (DS/IM/SO/DO/DSP) has a standard format for preparing and submitting funded voice and data related requisitions (i.e., Optional Form 263, Requisition for Equipment, Supplies, Furniture, Furnishings or Services) for requesting office telephone moves, additional or upgraded equipment, software change, etc. A comprehensive document entitled: *Policies and Procedures for Acquisition of Telecommunications Services* is distributed to State, ACDA, and AID Administrative Officers. It details moves/equipment relocation support procedures, features of the System 75/85 voice/data systems, voice mail (AUDIX) availability, CENTREX services, FTS 2000 voice, data and video offerings, data through the system 75/85 network and costs for services.

5 FAM 941.1 AT&T System 75/85 Voice/Data Systems

(TL:IM-5; 7-1-92)

a. The AT&T System 75/85 voice data systems procured by the Department are computers with finite capacities that limit the numbers and types of equipment that may be operated at one time. For telephone sets, the system hardware and software were designed and procured to support the following:

Model	Percentage of System
2500 (single line)	50%
7410 (10 button set)	35%
7434 (34 button set)	15%

b. Since many bureaus have fallen well below the 50% requirement for 2500 sets, DS/IM/SO/DO/DSP must reserve the remaining system capacity for additional telephones needed by new employees.

c. A requisition routinely requesting an upgrade replacement of an existing telephone set cannot be accepted for action by the Digital Systems Programs Division.

5 FAM 941.2 CENTREX Service

(TL:IM-5; 7-1-92)

- a. In instances where it would be impractical to provide service via the System 75/85 network, DS/IM/SO/DO/DSP will arrange another service, e.g., CENTREX. The division will order equipment, circuits, and installation services.
- b. SA-4, SA-5, SA-9, SA-10, SA-13, SA-20, SA-22, SA-24, SA-25, SA-27, and SA-28 are currently served by the CENTREX service from Chesapeake and Potomac (C&P) Telephone Company via the General Services Administration (GSA).
- c. Submit Form OF-263 to DS/IMSO/DO/DSP to make changes to telephone service at these sites.
- d. Submit a disconnect order on Form OF-263 to DS/IMSO/DO/DSP when moving from a CENTREX site. Costs per line fluctuate yearly.
- e. Maintenance is done on a time and materials basis. Contact DS/IMSO/DO/DSP for repairs to equipment lines at CENTREX sites.

5 FAM 941.3 Telephone Selection Criteria

(TL:IM-5; 7-1-92)

- a. Station equipment for the Department, ACDA, AID, and contractor personnel is provided based upon the following criteria:
 - (1) 2500—Single Line Set
 - (a) Assigned to all employees unless authorized other equipment.
 - (b) Typically used to support a facsimile, answering machine or modem.
 - (2) 7410—10 Button Set
 - (a) Deputy Director, Division Chief and above.
 - (b) Secretaries with less than a six person office to support.
 - (c) Heads of units immediately subordinate to division chiefs who supervise more than eight persons.
 - (d) Individuals who have a high volume of calls as an integral part of their work (e.g., those who serve as public information sources).

- (3) 7434—34 Button Set
- (a) Office directors and above and their respective secretaries.
- (b) One head secretary of an office with at least six employees to support.
- b. Use the following features in configuring telephone service:
 - (1) Call coverage;
 - (2) Busy Lamp indicator;
 - (3) Call pickup; and/or
 - (4) Transfer key.

5 FAM 941.4 STU IIIs (Cryptographically Protected Telephones)

(TL:IM-5; 7-1-92)

Submit Form OF-263 requesting the line be changed to accommodate a STU III instrument. Contact DS/IMSO/TO/PIF/PB for more information on STU III equipment.

5 FAM 941.5 Office Moves/Equipment Relocation

(TL:IM-5; 7-1-92)

- a. Submit Form OF-263 for office reconfigurations (i.e., 1-20 telephones) prior to the scheduled move. The requisition must be signed by a bureau Executive Director and must include appropriate fiscal data, particularly the allotment and organizational code. A floor plan indicating current and new telephone jack locations is required for all moves.
- b. Submit requests based on the following schedule:
 - (1) A move of 1-5 telephones—at least 10 working days prior to the scheduled move;
 - (2) A move of 6-20 telephones—15 working days; and
 - (3) A move of 20-30 telephones—20 working days.

c. Assign a point of contact to the Digital Systems Programs Division for telecommunications matters for moves of more than 30 telephones that include internal relocations and building or floor changes. Furnish detailed information including floor plans as soon as available.

d. If necessary, the Digital Systems Program Division will arrange for a person to assist in a site survey and provide guidance in preparing floor plans.

e. Work and service orders that cannot be completed, in part or in whole, due to bureau delays, will be returned to the requesting bureau along with a notification of work order cancellation. Bureau delays may occur when the required conduit has not been installed, holes have not been cut, or office renovations have not been completed. Bureaus may incur charges for technician time when these delays occur.

5 FAM 941.6 Wire and Cable

(TL:IM-5; 7-1-92)

The Digital Systems Programs Division also provides wire and cable installation within metropolitan Washington, DC located in support of voice and data connectivity. This includes twisted pair and fiber optic systems.

5 FAM 941.7 Speakerphones

(TL:IM-5; 7-1-92)

Speakerphones are limited to offices of directors and above and cannot be installed without written authorization from DS/ST/STO. This authorization must be submitted with Form OF-263.

5 FAM 941.8 Answering Machines

(TL:IM-5; 7-1-92)

a. Bureaus using CENTREX systems or System 75/85 that do not provide AUDIX who request telephone lines to accommodate answering machines must meet at least one of the following criteria:

(1) The office is operating on a stand-alone basis (geographically isolated) and consists of three or fewer employees;

(2) The office is providing public announcements on employment, visas, etc.;

(3) The office is required to provide nonduty hour coverage of the main telephone number.

b. All recordings must provide an alternate telephone number to enable the caller to obtain additional information.

c. System 75/85 subscribers at Main State, SA-15, SA-23, and SA-34 have access to AUDIX. This is an enhanced voice message handling system for recording and distributing audio messages. It contains stored voice prompts that guide AUDIX users to create, send, receive, answer, save or forward spoken messages. AUDIX will be available to other users soon.

5 FAM 941.9 Telephone Directory Changes

(TL:IM-5; 7-1-92)

Complete and submit Form DS-1891, Directory Changes, once new numbers have been assigned. Also, use this form to routinely apprise DS/IMSO/DO/DSP of changes as they occur.

5 FAM 942 OVERSEAS TELEPHONE SYSTEMS

(TL:IM-5; 7-1-92)

a. Overseas telephone systems developed and acquired for the Department must meet operating, maintenance, and security standards. Systems must be programmable to Department specifications and interoperable with other Department systems.

b. All Department telephone systems acquired for overseas installation must meet required certification specifications. Both government-owned and nongovernment-owned systems must be consistent with applicable CCITT (Telephone & Telecommunications International Consultative Committee) and EIA (Electronic Industries Association) standards.

c. DS/IMSO/TO/MT/VO manages the Overseas Telephone Program (Voice Operations). The Directorate of Technical Operations (DS/IMS/TO) approves all new noncryptographic security devices for telephones and telephone systems. The Regional Information Management Center (RIMC) installs these systems and devices.

5 FAM 942.1 Funding

(TL:IM-5; 7-1-92)

a. The Foreign Building Operations (A/FB)) funds complete telephone facilities and related equipment in U.S. Government-constructed buildings and newly acquired Government-owned or long-term leased buildings. This includes requirements determined during the first six months after any of the following:

- (1) The date of construction;
- (2) Transfer of title to purchased buildings; or
- (3) The date of possession of leased buildings.

b. DS/IMSO/TO annually requests FMP funding for Department-recommended PBX/PABX replacement systems. FMP allocates funds to Bureaus for telephone system procurement-related expenses. Post fund security devices. Only approved security devices are permitted to be used.

5 FAM 942.2 Approval

(TL:IM-5; 7-1-92)

- a. The RIMC must approve all post procurement orders for telephone equipment.
- b. Coordinate all revisions or additions to post telephone systems with the RIMC for technical guidance.
- c. The RIMC provides the following services to posts:
 - (1) Surveys the site, determines the equipment components and configuration required to meet current and future operational needs;
 - (2) Specifies technical characteristics and orders post-funded equipment;
 - (3) Assists posts in determining the implications of local laws or regulations on the use of telephone equipment and the technical ability of local Postal telephone and Telegram (PTT) central office equipment to support posts;
 - (4) Helps posts estimate annual telephone budgets; and
 - (5) Maintains a spare parts inventory to meet exchange and emergency repair needs of posts.
- d. Notify the RIMC as soon as possible about plans including those for the construction or acquisition of new office buildings.

5 FAM 942.3 Key Systems and Station Equipment

(TL:IM-5; 7-1-92)

- a. DS/ISMO/TO/MT/VO maintains a list of key system (multibutton

telephone instruments) and station telephone equipment approved for use by Foreign Service poss.

b. RIMC-approved orders may be placed by contracting officers against Department contracts or with vendors at current catalog price and delivery schedule. The RIMC submits procurement requests to DS/IMSO/TO/MT/VO and must specifically authorize replacement of working equipment.

5 FAM 942.4 Sensitive Areas

(TL:IM-5; 7-1-92)

Station equipment installed in office areas must meet the standards set forth in the interagency approved Technical Security Guidelines (TSG) 1 through 6, which is available through DS/CMP.

5 FAM 943 AGENCY SPECIFIC REGULATIONS

(TL:IM-5; 7-1-92)

All revisions or additions to overseas telephone systems, including those of AID or USIA, must be coordinated with the RIMC for technical guidance. However, the agencies are not required to purchase equipment from the Department contract. The RIMC maintains equipment that AID and USIA purchase from the Department contract. Systems other than standard Department systems will not be maintained or installed.

5 FAM 943.1 USAID

(TL:IM-5; 7-1-92)

a. AID/Washington participates in the competed DS/IMSO/DO/DSP domestic contract with AT&T Federal Systems for service from the System 75/85 network. In instances where services cannot be provided under this contract, AID has the authority to procure telephone equipment. AID/W through SER/MO/OM coordinates all activities involving procuring telephone equipment.

b. To request an initial installation, an addition to, or an alteration of a of a currently operating system, AID missions:

(1) Cable SER/MO/OM and the Embassy to request an initial survey by the RIMC;

(2) Determine with RIMC the requirements; and

(3) Submit requirements including appropriation and allotment data to SER/MO/OM, Telephone Requirements Coordinator, AID/Washington.

c. SER/MO/OM coordinates with DS/IMSO/TO and SER/MO/GS/PUR.

d. Inquire to the Telephone Requirements Coordinator, SER/MO/OM, about procurement status.

5 FAM 943.2 USIA

(TL:IM-5; 7-1-92)

To request an initial installation, an addition to, or an alteration of a currently operating system:

(1) Cable the embassy to request an initial survey by the RIMC;

(2) Determine with RIMC the requirements; and

(3) Submit a detailed justification to the Overseas Support Division, USIA/Washington (M/AO) for agency approval to procure telephone equipment, except equipment that is part of a post-wide upgrade.

5 FAM 944 THROUGH 949 UNASSIGNED